

SERIAL NUMBER	FILING DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
09/431,017	11/01/99	379	2742	DAVOX-164XX

APPLICANT CLARE M. ANDERSON, ELMHURST, IL; ANDREW J. BROWNE, DULUTH, GA; THOMAS M. CHAMBERLAIN, SUGAR GROVE, IL; ROBERT L. COX JR, FRISCO, TX; MICHAEL P. WALSH, DALLAS, TX.

\*\*CONTINUING DOMESTIC DATA\*\*\*\*\*  
VERIFIED

None QHN

\*\*371 (NAT'L STAGE) DATA\*\*\*\*\*  
VERIFIED

None QHN

\*\*FOREIGN APPLICATIONS\*\*\*\*\*  
VERIFIED

None QHN

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 11/26/99 \*\* SMALL ENTITY \*\*

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
Verified and Acknowledged	QHN Examiner's Initials	IL	15	36	6

ADDRESS BOURQUE & ASSOCIATES PA  
835 HANOVER STREET SUITE 303  
MANCHESTER NH 03104

TITLE TRACM-TASK & RESOURCE AUTOMATION FOR CALL CENTER MANAGEMENTQ

FILING FEE RECEIVED	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
\$641		